

## **Summary of Consumer Satisfaction Survey - FFY 2012**

The Consumer Satisfaction survey is a requirement of the Rehabilitation Act. This survey is used to review and analyze the effectiveness of the public Vocational Rehabilitation Program's consumer's satisfaction with:

- ☐ Functions performed by the VR Agency;
- ☐ VR services provided by the State VR Agency; and
- ☐ VR services provided to VR consumers.

The consumer satisfaction survey is a joint project between the Division of Rehabilitation Services and the Board of Vocational Rehabilitation. In the past, the surveys have been completed once in every three years. The Division is now conducting consumer satisfaction surveys as an ongoing process. The consumer satisfaction surveys are categorized into three areas that were determined reflecting the Rehabilitation Services Administration's proposed performance indicators in measuring consumer satisfaction. The surveys each have 6 questions that target the following three areas:

1. Satisfaction of Informed Choice
2. Satisfaction with Services
3. Satisfaction of Employment Outcomes

Quarterly, the Division of Rehabilitation Services utilized the VR FACES to generate a data download of individuals randomly selected to receive the survey. This data download is then used to generate the postcards. Individuals can enter in their results directly through the internet, call the 800 number or return their postcard. The surveys do not identify the consumer's name but they do contain a case identification number that could be used to cross reference valuable information in the case file such as disability, district office, age, etc.

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**Indicator 3.1**

**Of all individuals receiving VR services, the percentage who are satisfied with their own level of participation in decision-making throughout the development and implementation of their Individualized Plan for Employment (IPE).**

**Target Group:** Surveys were sent to individuals 6 months after they have started their first IPE.

	Survey Question	Average Rating	# Responses
1	My Vocational Rehabilitation (VR) counselor explained my options in choosing my employment goal.	1.71	317
2	My VR counselor explained my options to develop the Individualized Plan for Employment (IPE) myself, or receive assistance with developing my employment plan.	1.75	317
3	My VR counselor explained to me what services were available.	1.75	317
4	I was informed of my right to contact the Client Assistance Program (CAP) for help in resolving differences and my right to appeal any dispute.	1.82	317
5	Information was presented to me in an understandable manner.	1.67	317
6	I was a full partner in the decision making process for my goal, rehabilitation plan, selection of services and provider.	1.69	317

Rating Values: 1=Strongly Agree; 2=Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree

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### **Indicator 3.2**

**Of all individuals receiving services, the percentage who are satisfied with --**

- (1) The appropriateness, timeliness, quality, and extent of the services they received;**
- (2) Their interactions with the providers of those services; and**
- (3) Their interactions with VR counselors and other Division Staff.**

**Target Group:** Surveys were sent to individuals who have been in the rehabilitation process for a longer period of time and had the opportunity to experience a variety of services. This survey should be sent to individuals after the Division has paid over \$1,500 or more.

	Survey Question	Average Rating	# Responses
1	I feel that the amount and type of services in my plan are adequate to meet my employment goal.	1.89	109
2	Services from my Vocational Rehabilitation (VR) counselor were provided in a prompt manner.	1.70	109
3	The vocational guidance and quality of counseling received from my VR Counselor assisted me in my rehabilitation process.	1.75	109
4	I would recommend the services from VR to a friend.	1.63	109
5	I am satisfied with the services I received from my service provider.	1.76	109
6	The services from my provider were accessible to me.	1.73	109

Rating Values: 1=Strongly Agree; 2=Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree

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### Indicator 3.3

**Of all individuals who obtain employment, the percent who are satisfied with their employment.**

**Target Group:** Surveys were sent to individuals who have been recently closed as successfully rehabilitated.

	Survey Question	Average Rating	# Responses
1	I am working in the field that I chose as my employment goal.	2.35	187
2	I am satisfied with the earnings I receive.	2.43	187
3	I am satisfied with the employment I obtained as a result of Vocational Rehabilitation Services.	2.09	187
4	I am satisfied with the level of benefits I receive through my job.	2.71	187
5	I like the people and environment where I am working.	1.83	187
6	I feel the services provided by VR were necessary to obtain my employment.	1.87	187

Rating Values: 1=Strongly Agree; 2=Agree, 3 = Neutral, 4=Disagree, 5=Strongly Disagree